



Rohit Kumar <.....t.k...@gmail.com>

Your Amazon.in Inquiry

3 messages

Amazon.in <cs-reply@amazon.in>

Wed, Aug 12, 2015 at 8:53 AM

Reply-To: "cs-reply+AAUPU9N9YTJGH@amazon.in" <cs-reply+AAUPU9N9YTJGH@amazon.in>

To: "□□□□□@gmail.com" <.....k..@gmail.com>

[Your Account](#) | [Amazon.in](#)



Message From Customer Service

Hello,

I'm writing from the Billing and Payments department of Amazon.in.

I am sorry to hear about the inconvenience caused to you regarding the charge of Rs.20,000.00.

For the unauthorised charges to be credited on this account, you'll need to contact the bank that issued your credit card and inform them the charges weren't authorised by you. Once you've followed their instructions for disputing these charges, your bank should resolve the matter.

I'm sorry, but for accounting reasons we're unable to issue a refund to your account until these steps have been taken and our bank receives signed paperwork from your bank confirming these charges were unauthorized.

Your patience and understanding is highly appreciated.

We look forward to see you again soon.

Warmest regards,
Susana R

Did I solve your problem??

To contact us about an unrelated issue, please visit the Help section of our website:

<http://www.amazon.in/help>

Your feedback is helping us build Earth's Most Customer-Centric Company.

Download Amazon App and shop anytime, anywhere www.amazon.in/apps

Amazon.in

Rohit Kumar <....@gmail.com>

Wed, Aug 12, 2015 at 11:44 AM

To: "cs-reply+AAUPU9N9YTJGH@amazon.in" <cs-reply+AAUPU9N9YTJGH@amazon.in>

Hello,

First of all, the charges were made from Debit Card and it's not credit card.

I have furnished all the relevant documents as asked earlier, like FIR copy, Bank statement (reflecting the disputed charge, ID proof).

This is hard earned money of a retired person. The documents establishes the fact of the fraud.

Bank has already blocked the debit card from their end, and have directed us to contact you.

If Amazon is striving to build the Earth's Most Consumer Centric Company, then you are not helping us at all.

You have not even bothered to call me yet, regarding the issue.

You email advices to get a paperwork from bank declaring the transaction as unauthorized. We will obtain the paperwork, but to whom the same is to be sent, is unclear.

I am not asking to reveal the details of transaction, or any other information which goes against your policy.

I just want the amount, which has been transacted fraudulently, to go back to the origin.

So, please pick up the phone, an call us to explain the procedure, if you really want to help.

Regards,

Rohit Kumar,

+91-996□□□□□4

[Quoted text hidden]

Rohit Kumar <@gmail.com>

Thu, Aug 13, 2015 at 4:05 PM

To: "cs-reply+AAUPU9N9YTJGH@amazon.in" <cs-reply+AAUPU9N9YTJGH@amazon.in>

Hello,

Please find the attached Bank Letter attached herewith as asked for.

Kindly let me know, what else is required to resolve the issue and get the money back in the original source.

Please note that I am not interested in knowing any information which Amazon can not share with me, like the involved person / entity's name, address, contact no., etc.

All I want that after investigating and establishing the fraud to your satisfaction, please revert the transacted money back to its source (victim's account)

Kind Regards,

Rohit Kumar,

+91-996□□□□□4

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